Browser Compatibility

State of Kansas Information Systems

SHARP, SMART, Employee Self-Service (PeopleSoft 9.2 with PeopleTools 8.56)

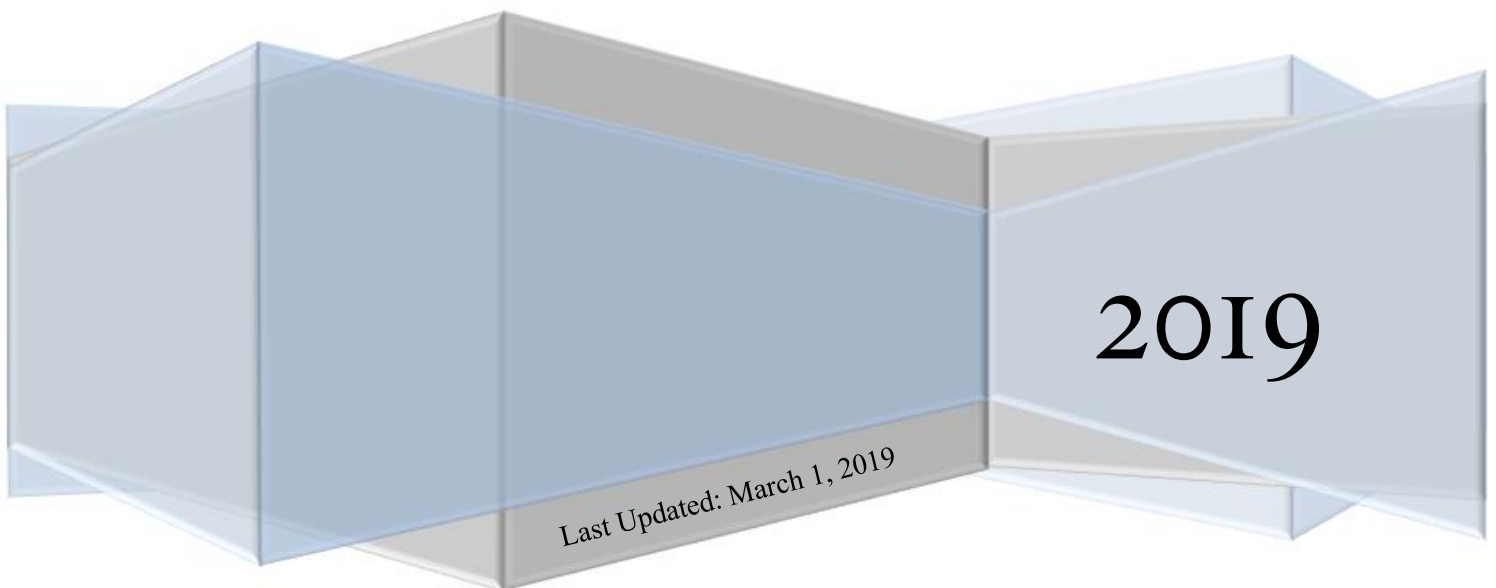**& BI Analytics (OBIEE 12c with OBIA 11.1.1.9.2)**

2019

Last Updated: March 1, 2019

Table of Contents

Background

As you work in SHARP, SMART, ESS (all three are PeopleSoft web applications) or BI Analytics (Oracle web application), you might notice that slight variations exist on the same transaction page depending on the browser that you use. On occasion, some browsers cause your web application to exhibit behaviors that vary from the expected behavior. Some of these differences are very subtle and have no impact on the performance of the application, while others might alter the look and function of web pages. Anomalies in appearance and behavior can occur because the technologies that browsers use to process and present web pages vary among browsers and browser releases. Web applications are designed to be compatible with multiple browsers, despite their technological differences.

Browser settings, compatibility view, pop-up blocker and security settings can impact downloads. This document provides instructions for setting the browser, allowing compatibility view, pop-up blocker and security settings when the user is unable to download in web applications.

Please note that due to the numerous versions of browsers available, although not exact, most of the navigation will be similar to the steps outlined.

Oracle Certified Desktop Browser List

SHARP, SMART, ESS:

Browser Name	Operating System (OS)	Browser Release	SHARP (PT 8.56)	SMART (PT 8.56)
Edge (Microsoft)	Windows (7,8,8.1,10) 64-bit	39.14986	X	X
		42.17134	X	X
Internet Explorer (Microsoft)	Windows (7,8,8.1,10) 64-bit	11.x	X	X
Firefox (Mozilla)	Windows (7,8,8.1,10) 64-bit; Google Android (6,7);	52.x	X	X
		53.x	X	X
		60.x	X	X
		62.x	X	X
Chrome (Google)	Windows (7,8,8.1,10) 64-bit	58.x	X	X
		69.x	X	X
Safari (Apple)	Apple iOS 10	10.1	X	X

Source: Oracle Support, PeopleTools (PT), September 2018

BI Analytics:

Browser Name	Browser Release
Internet Explorer (Microsoft)	11.x
Edge (Microsoft)	40.x
Firefox (Mozilla)	52+
Chrome (Google)	60+
Safari (Apple)	9.x, 10.x

Source: Oracle Support, PeopleTools (PT), September 2018

How to Check Your Browser Version

This section provides general instruction for determining the version of your web browser. Web browsers can vary from version to version or what operating system it is on (Mac or PC).

You can use this information to determine if the web browser you are or will be using with SHARP or SMART is certified. (See Oracle Certified Desktop Browser List on previous page.)

This information is also very helpful to provide if you are in need of assistance or troubleshooting.

1. On your computer, open the browser that you use to access systems like Employee Self-Service, SHARP, agency web software, or the internet. Common browser icons are listed below.

Edge:	**Internet Explorer:**
Mozilla Firefox:	**Google Chrome:**
Apple Safari:	

2. With your browser open, determine what browser version you are using by following the instructions for your specific browser in the following pages.
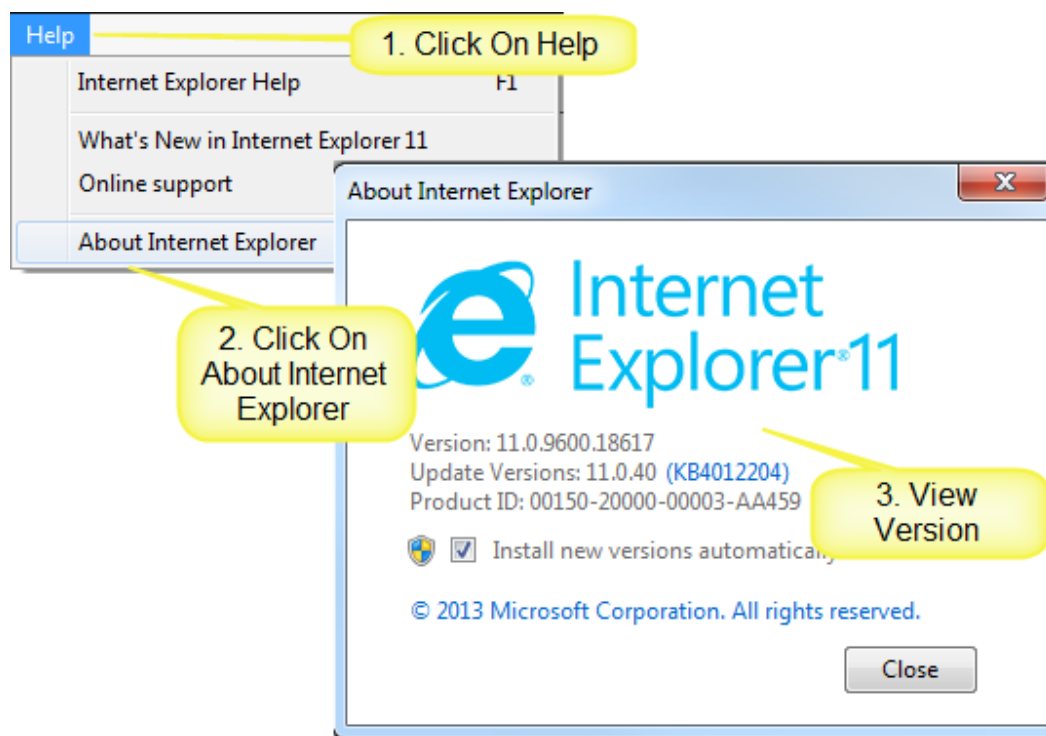
Browser Version in Edge

1. Select **More …** in the upper-right corner, and then select **Settings**
2. Scroll down and find your version under "About this app".
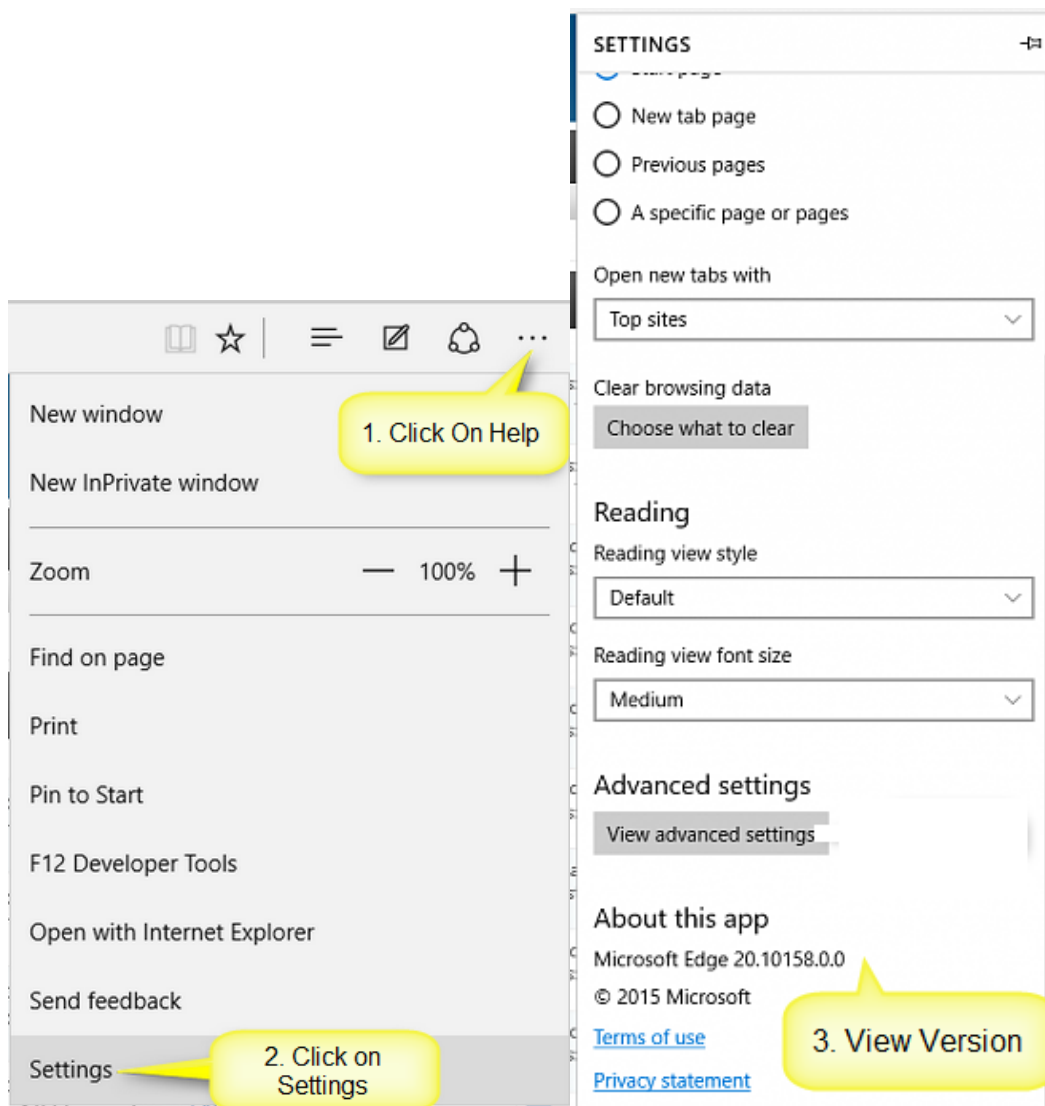
Browser Version in Internet Explorer

1. On the top menu bar, click **Help**, then click **About Internet Explorer**.
2. An "About Internet Explorer" window will open with the version information.

Help

Internet Explorer Help   F1

What's New in Internet Explorer 11

Online support

About Internet Explorer

1. Click On Help

2. Click On About Internet Explorer

About Internet Explorer

Internet Explorer·11

Version: 11.0.9600.18617
Update Versions: 11.0.40 (KB4012204)
Product ID: 00150-20000-00003-AA459

☑ Install new versions automatically

© 2013 Microsoft Corporation. All rights reserved.
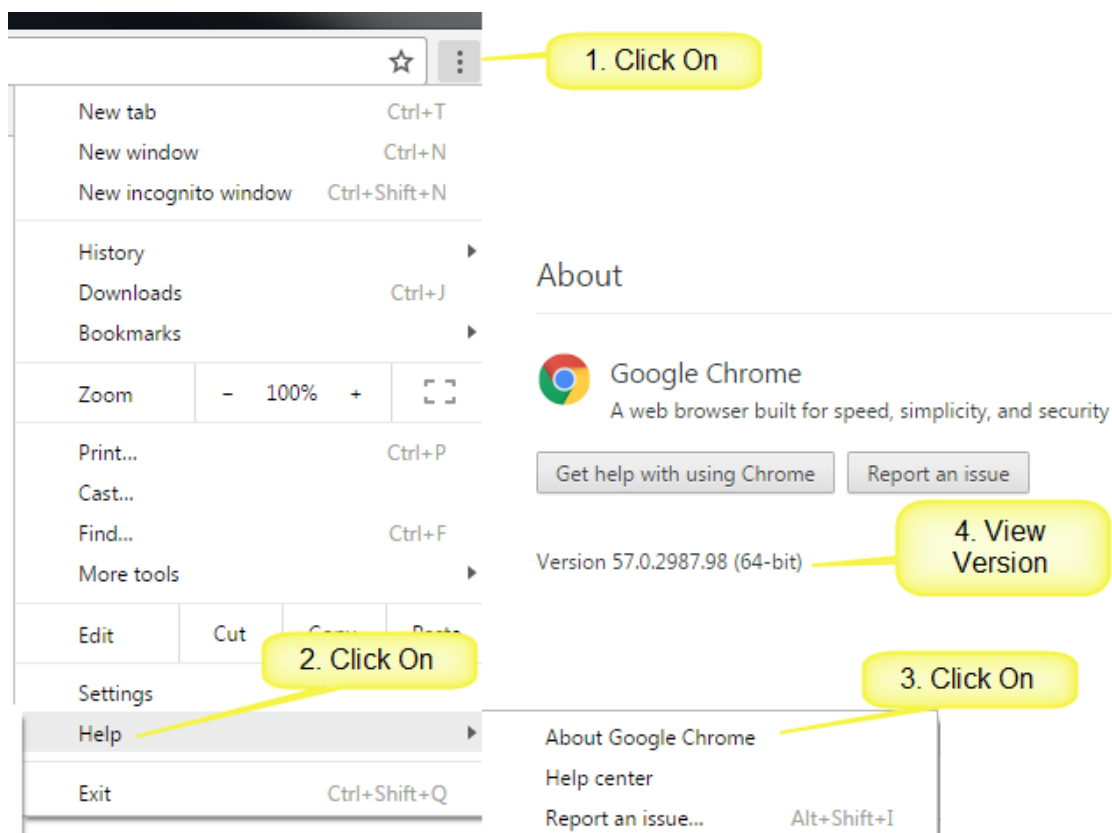
3. View Version

Close

Browser Version in Firefox

1. On the top menu bar, click **Help**, then click **About Mozilla Firefox**.
2. An "About Mozilla Firefox" window will open with the version information.

Browser Version in Chrome

1. On the top menu bar, click **Help**, then click **About Google Chrome**.
2. The page "About Google Chrome" will open with the version information.

Browser Version in Safari

1. On the Mac menu bar, click **Safari**, then click **About Safari**.
2. An "About Safari" window will open with the version information. The first number outside the parenthesis is the version number.

How to Clear Your Browser Cache

This section provides general instruction for clearing the cache in browsers. Web browsers can vary from version to version or what operating system it is on (Mac or PC).

> Browser cache is a temporary storage location on your computer for web page information that is downloaded when you view a web page. Your browser does this so the next time you view the page it will load faster. It is faster because it only downloads updated information instead of the whole page.
>
> **When a browser fails to download or recognize there is new or updated web page content, your browser may show old content, unformatted content, stall, or act strangely. Clearing your browser cache can solve these issues.**

The following instructions only show an example of a single version of each browser as an example. Check with your agency technical staff if you need assistance with your specific browser.
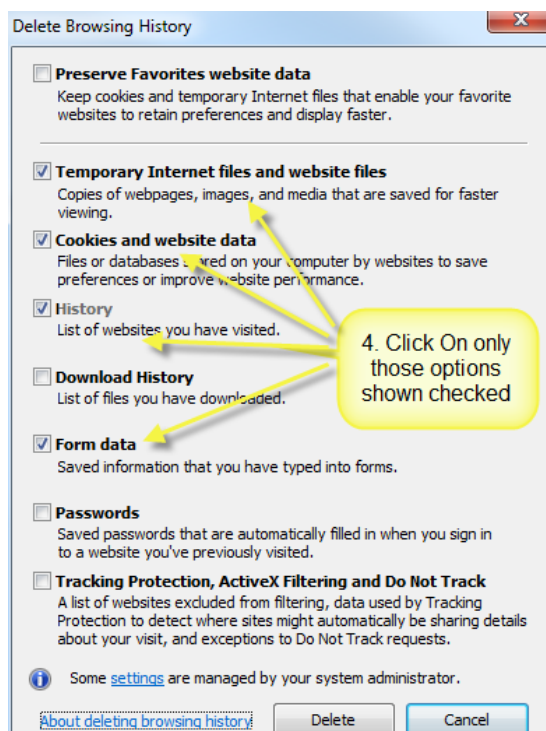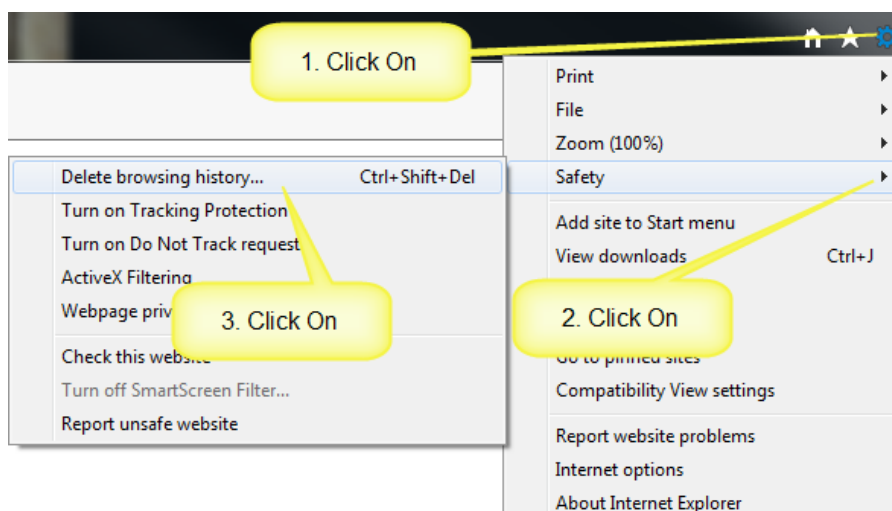
Browser Cache in Edge

1. Open the Edge browser.
2. Click on the **Hub (…)**, then click **Settings**.
3. Under "Clear browsing data" click "**Choose what to clear**"
4. Click on the **Browsing History, Cookies, Cached Data, and Form Data**.
5. Click the **Clear** button.
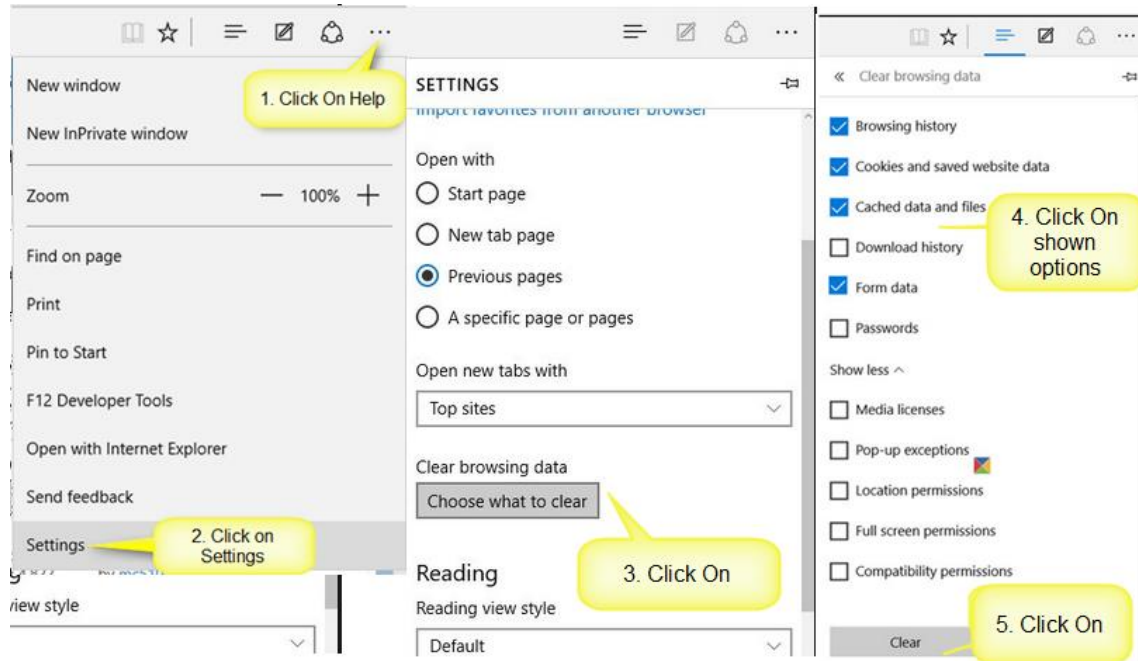
Browser Cache in Internet Explorer

1. Open the Internet Explorer browser.
2. Press Ctrl+Shift+Del or go to the toolbar, click on the **gear icon for Tools**, then click **Safety**, then click "**Delete Browsing History**"
3. **Very Important!   Click on only the Temporary Internet Files, Cookies, History, and Form Data.**
4. In the Delete Browsing History dialog box select **Delete**.

Browser Cache in Firefox

1. Open the Firefox browser.
2. Press Ctrl+Shift+Del or select **History.**
3. Click **Clear Recent History**.
4. Click **Clear Now**.
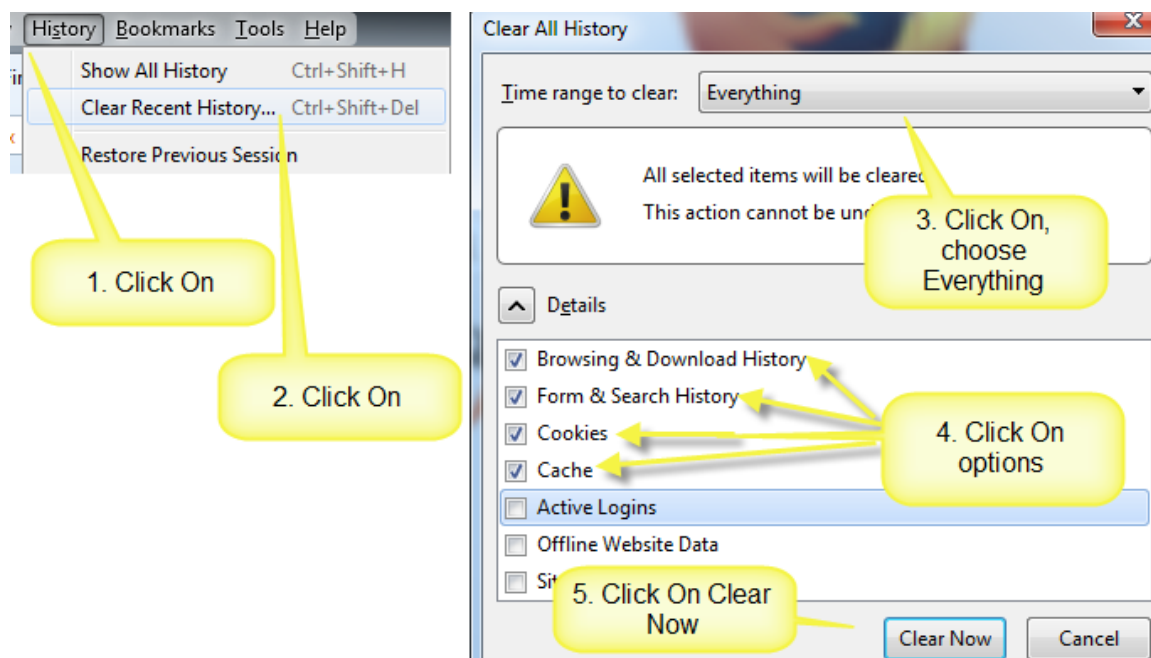
Browser Cache in Chrome

1. Open Google Chrome browser.
2. Press Ctrl + H or navigate to the **History** page.
3. Click on **Clear Browsing Data** to open the page.
4. Click on **Browsing history, Cookies, Cached, and Autofill form data**.
5. Click "**Clear the clear browsing data button**" to finish.
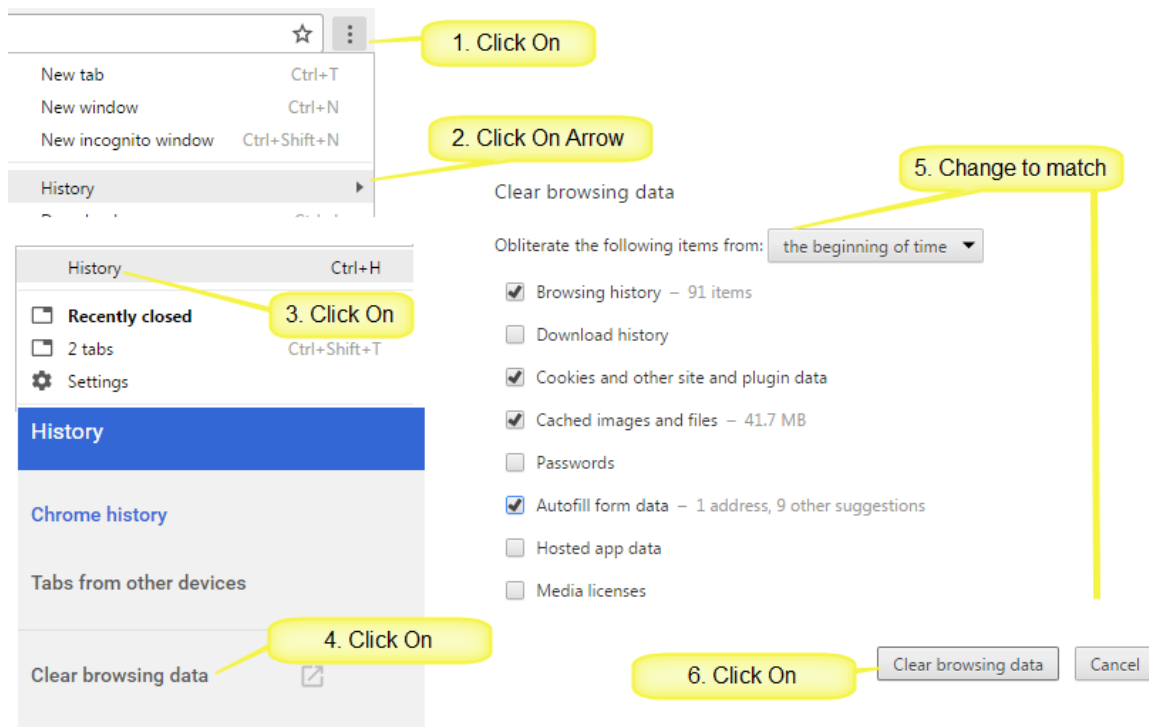
Browser Cache in Safari

1. Open the Safari browser. On the Mac menu bar, click **Safari** then click **Preferences**.
2. Click **Privacy** Tab. Click the button **Remove All Website Data**…
3. Click **Remove Now** in the pop up window.
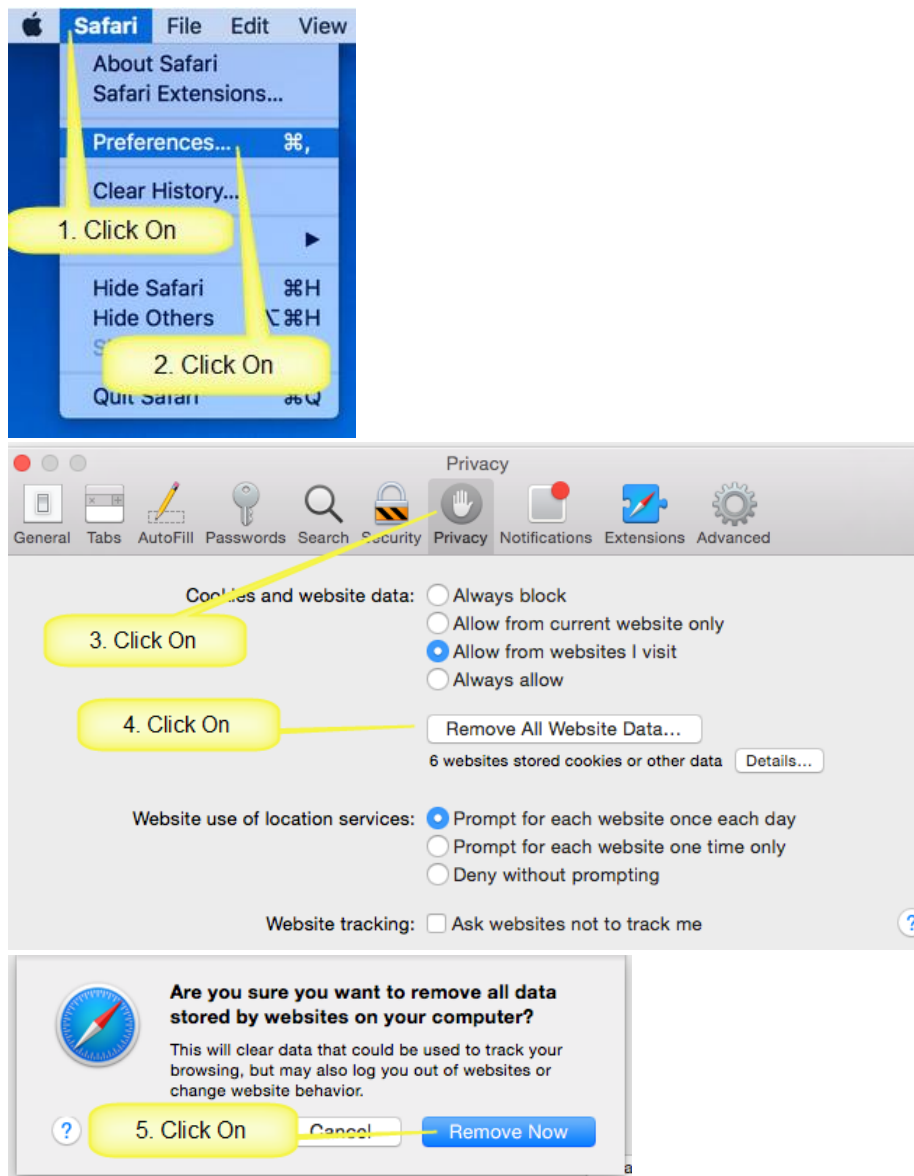
How to Allow Pop-Up Windows

Web applications often use pop-up windows to display information that is requested. If the browser is set to block pop-up windows - and most are set that way as a default - then applications will not work properly.

If you click on a button or a link and nothing happens, you probably need to adjust your pop-up blocker settings. In this step-by-step guide we show you how to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it so that pop-up windows open properly.

There are a variety of ways to allow pop-ups depending on your browser. See the following instructions for disabling pop-ups for selected browsers in SMART and SHARP. Similar methods will work for ESS and BI Analytics as well.

*Note that the SHARP and SMART web sites changed in 2015. **If you added these sites to your browsers before 2015, you will need to re-add them** when a new web address is given:

| New	Old
sharp.sok.ks.gov	sharp.ks.gov
smart.sok.ks.gov	smart.ks.gov

Allowing Pop-Up Windows Using Edge

1. Open Microsoft Edge and log in to SMART, SHARP, or ESS.
2. If you have a Pop-Up Blocker dialogue box across the bottom of your window. Choose "Always allow".

Microsoft Edge blocked a pop-up from ▓▓▓▓▓▓▓▓▓▓.   1. Click On   Allow once   Always allow   ✕
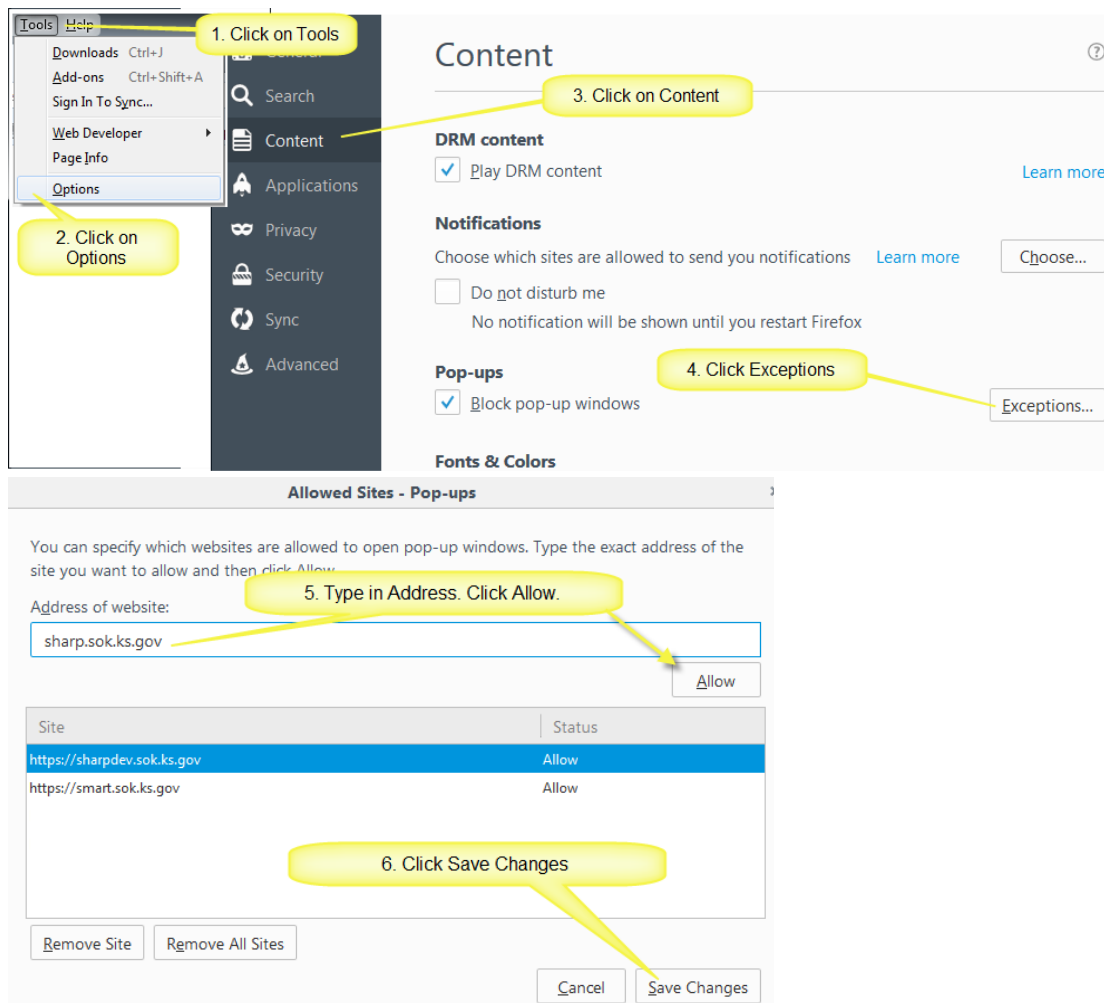
Allowing Pop-Up Windows Using Internet Explorer

1. Open Internet Explorer and log in to SMART, SHARP, or ESS.
2. If you have a Pop-Up Blocker button on your browser toolbar (default configuration), just to the right of the Bookmarks button, click on the **Pop-Up Blocker button** to always allow pop-ups for that specific site.
3. If you do not see the Pop-Up Blocker button, click on the **Tools** button on the browser toolbar. Click **Pop-Up Blocker**, and then click on **Pop-Up Blocker Settings**.
4. In the box marked "**Address of web site to allow**," type **sharp.sok.ks.gov** or **smart.sok.ks.gov** and click Add. Click Close.
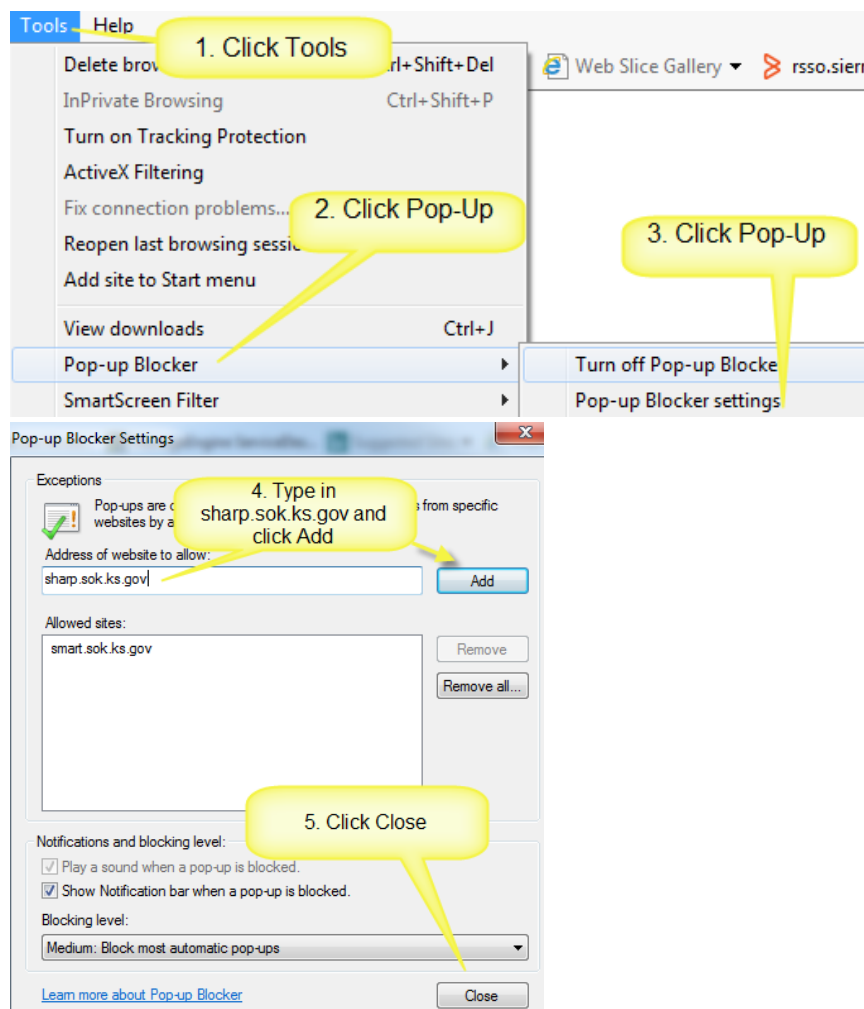
Allowing Pop-Up Windows Using Firefox

- Open Firefox and log in to SMART, SHARP, or ESS.
- Click on **Tools** on the menu bar (upper left portion of the window). Select **Options** from the drop-down menu.
- Click on the **Content** tab near the top of the window.
- Ensure that the checkbox for **Block Pop-Up Windows** is checked on. Click on the **Exceptions** button.
- In the **Address of Web Site** field, type **sharp.sok.ks.gov** or **smart.sok.ks.gov**. Click the **Allow** button to allow pop-ups on the SHARP or SMART website(s). Click **Save Changes** Button.

# View My Paycheck <u>in Employee Self-Service</u> (Pop-Ups & Downloads)

Mozilla Firefox, with default settings and pop-up blocking exceptions added for SMART and SHARP sites, will prompt you at the top of the browser to allow pop-ups. Click on the Options button and allow pop-ups for ESS.

Internet Explorer - Some agencies have reported employees receiving "Error 404" when trying to access their PDF pay advice using Employee Self-Service (with older versions of IE). The issue seems to be caused by the browser's inability to open the PDF pay advice in a new window. The window is opening, but the PDF download of the information into the new window is being blocked.

Agency Human Resources/Payroll staff may need to work with the agency's IT department to change this setting. If you have questions or problems, please call the Kansas Service Desk at 785-368-8000.

Check 3 areas:

1. **Check that pop-ups for ESS are not being blocked.** Make sure you have set up exceptions or have allowed the ESS site to open. See the prior section "How to Allow Pop-up Windows" for instructions on how to allow pop-ups for a particular website.
2. If using Internet Explorer browser, ensure that "Do not save encrypted pages to disk" is <u>**unchecked**</u>. Go to **Tools > Internet Options > Advanced tab** to make the change.
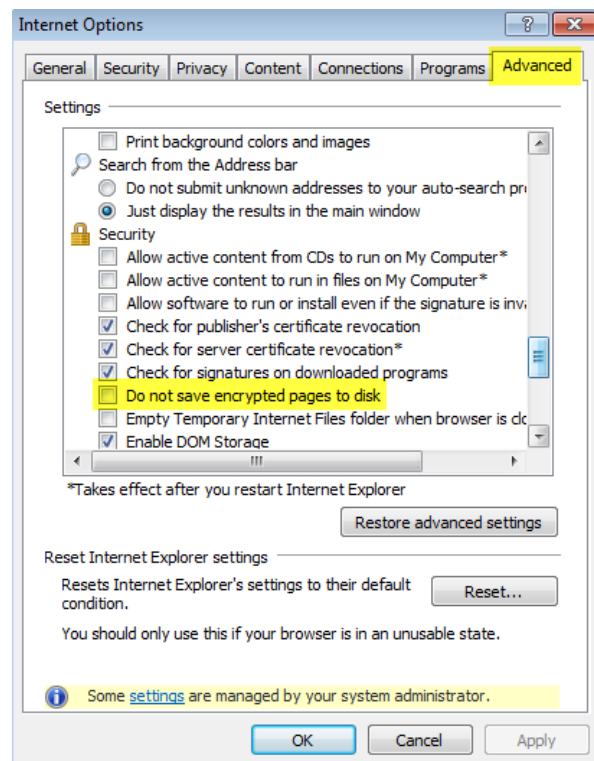
3. If using Internet Explorer browser, enable automatic prompting for file downloads. Go to **Tools > Internet Options > Security tab > Custom Level button** and click on the '**Enable'** radio button for Downloads/Automatic and Downloads/File download. Click **OK**. (Check with your IT staff if these settings are managed for you).
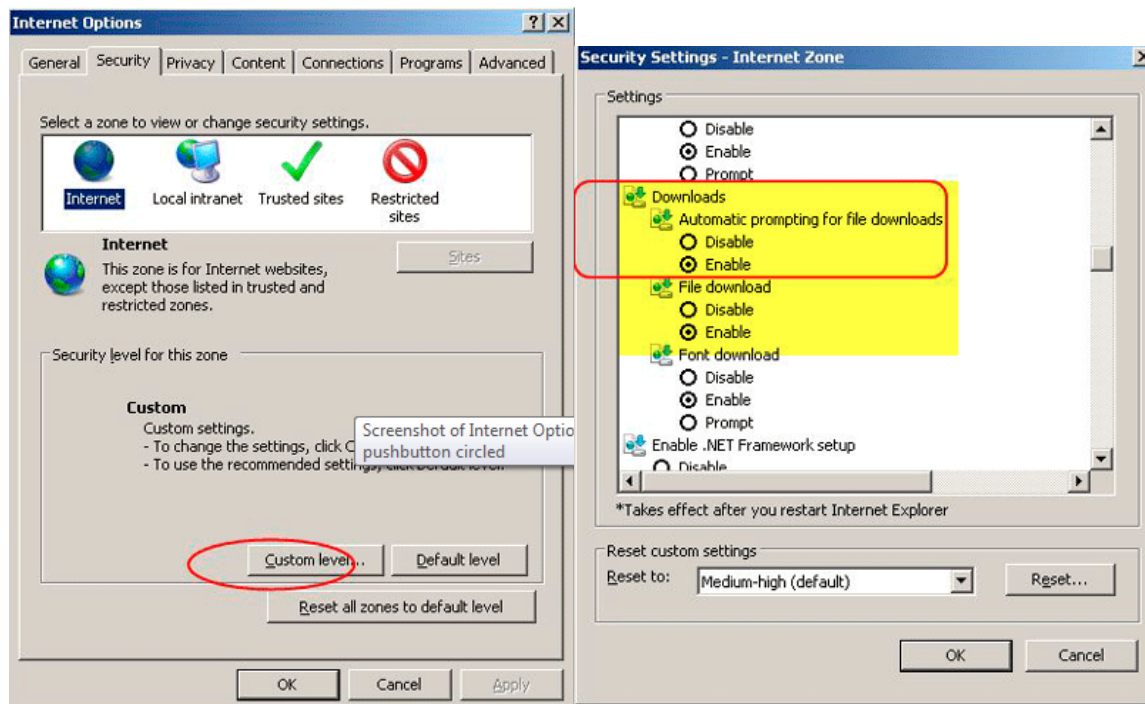
Multi-Tabbed Browsing

SHARP, SMART, and ESS applications **DO NOT** support tabbed browsing. Specifically, if you sign out of one PeopleSoft application in one tab, then you will lose functionality in other PeopleSoft applications that are open in any other tab.

Example: You are signed into SMART in one window. You open another tab and sign into SHARP or ESS. You now have 2 PeopleSoft applications open in one browser which will cause loss in functionality or sign you out.

*Since BI Analytics is not a PeopleSoft application, it opens in another browser tab and will keep you signed-in even if you sign-out of SMART.

If you wish to do work in both SHARP and SMART at the same time:

- You can log in with two different browsers (*Example: Firefox & Chrome or Edge & Firefox*).

    OR

- Login to SHARP (or SMART).
- Navigate to the Main Menu and scroll down to view the **SMART link** (or SHARP link).
- When you click the link a new browser will open and you will be signed in.
- Check with your agency security contact/liaison if you do not see this link and you have access to both systems
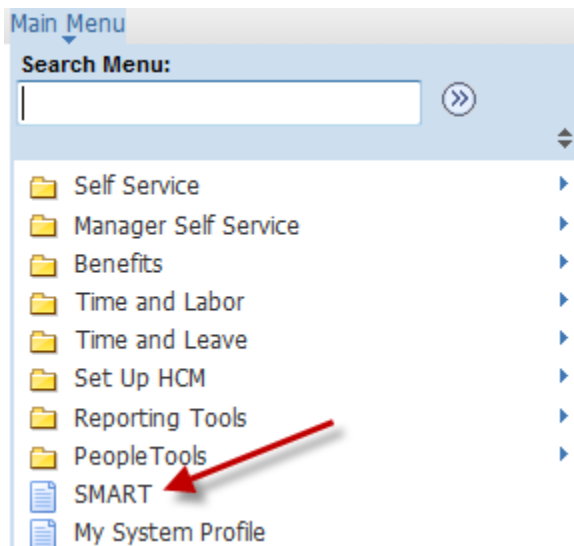
If you want to work in multiple areas of a single system like SHARP (or SMART) in a browser you can do so with multiple tabs/windows open using the 'New Window' link:

- Log into SHARP (or SMART)
- Click the "**New Window**" link located in the top right hand corner of the screen. Depending on the browser you are using, you may be able to set your browser options to open this link in a new tab, rather than a new window, if you prefer.
- The new window/tab will open in the same browser as the window you were using, but you can use the navigation menu to move within the system.
- Note: Signing out of one window/tab will sign you out of the other tab as well.
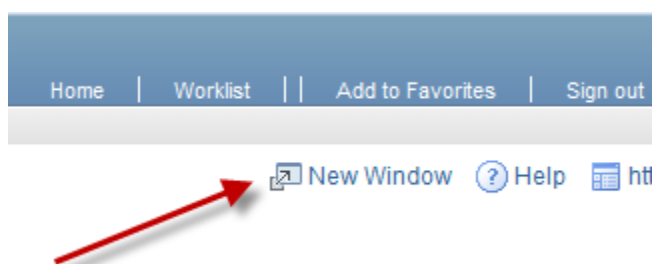
Required Software/Plugin to View PDF files

In order to view PDF files, you must either have a PDF viewer plugin installed with your browser or Adobe Reader installed on your PC. Many browsers come with PDF viewing setup by default.

Problems you could encounter are a blank page in the web browser, a red X icon, a broken link indicator, or an Error message when trying to view a PDF file.

Items your technical staff can check if you are experiencing any of these problems with a PDF file:

- Check for Adobe Reader updates.
- Check Adobe Reader's Web Browsing Options are set to open PDFs in a browser
- Check that your browser option or plug-in is enabled to show PDFs.
- Check that someone else who is able to open PDF's can open this PDF successfully. If not, report the file to the PDF file owner.

Required Adobe Flash Player <u>for BI Analytics</u>

In order to view some charts or graphs in BI Analytics, you must have the Adobe Flash Player 10+ plugin installed/enabled on the browser.

Frequently Asked Questions

Why would I clear my browser cache, and how do I do that?

When working on the Internet, your browser keeps a copy of the pages you visit (in cache) so that the next time you visit them, the browser can load them to your computer in less time. You should clear your cache regularly for two reasons. First, having a page in cache can sometimes cause a conflict with a page that you are trying to view. (If you suspect this may be the case, go into your browser options, clear the cache, close the browser, then re-open the browser and try again to view the page.) Secondly, having a large number of files in your cache will slow down your browser and take up space on your hard drive. See How to Clear Your Browser Cache section in this document for help adjusting your pop-up settings.

Does PeopleSoft have any special requirements regarding pop-up windows?

PeopleSoft often uses pop-up windows to display information you request. If your browser is set to block pop-up windows—and most are set that way by default—then PeopleSoft will not work properly. If you click on a button or a link and nothing happens, you probably need to adjust your pop-up blocker settings. It is possible to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it so that pop-up windows open properly when you are in PeopleSoft (allow pop-ups for sharp.sok.ks.gov or smart.sok.ks.gov). See How to Allow Pop-up Windows section in this document for help adjusting your pop-up settings.

Why isn't my page printing the way I'd like it to—and what can I do about it?

You may need to adjust your printer settings. Typically you can do that via the Properties tab in the window that opens when you press 'Print'.

Are the latest releases of Mozilla Firefox supported?

At this time, only Firefox 38 and 42 are supported by PeopleSoft. This does not mean that a newer version will not work, but this does mean that if you encounter problems you will not be provided support or a fix for it. This document will be updated as newer versions are added.

Check with your agency technical staff about download and installation policies if this is on a work computer. See this link https://support.mozilla.org/en-US/kb/install-older-version-of-firefox to install a previous version of Mozilla Firefox.   WARNING: Using old versions of Firefox can pose a significant security risk. Proceed with caution.

What should I do when I want to stay in one part of the program (SMART for example) but I want to open a second browser window?

To open more than one PeopleSoft window at a time, click the "New Window" link located in the top right hand corner of your PeopleSoft screen. See Multi-tabbed browsing section in this document for help with multiple tabs in PeopleSoft.

What should I do if I want to work in more than one PeopleSoft environment (SMART and SHARP)?

If you wish to do work in both SHARP and SMART at the same time and you are a user of both systems, there is a link in the Main Menu within SHARP that points to SMART and also a link within SMART that points to SHARP. You can also sign in to the systems using 2 different types of browsers (Example: Firefox and Edge). See Multi-tabbed browsing section in this document for help with multiple tabs in PeopleSoft.

Glossary

- **BI Analytics**: Analytical reporting tool. Oracle web application.
- **Browser**: A program with a graphical user interface for displaying pages on the web or internet. Also referred to as web browser. Browsers have tabs that allow the user to view more than one web page at a time.
- **Browser cache**: Temporary storage location on your computer for web page information that is downloaded when you view a web page.
- **Browser version**: The numeric version of the browser program.
- **ESS**: Employee Self-Service. PeopleSoft web application.
- **Plug-in**: Software that is added on to a browser for additional functionality. It may allow a browser to display additional content it was not originally designed to display.
- **SHARP**: 'Statewide Human Resources and Payroll' system. PeopleSoft web application.
- **SMART**: 'Statewide Management, Accounting, & Reporting Tool' system. PeopleSoft web application.
- **Web application**: A software application that is run in a browser. Also referred to as a web app.